



**STATE OF CALIFORNIA
DEPARTMENT OF GENERAL SERVICES
Telecommunications Division**

REQUEST FOR INFORMATION

CALNET II

(California Integrated Information Network)

March 8, 2004

Table of Contents

SECTION 1 - INTRODUCTION

- 1.1. Intent and Purpose
- 1.2. Official Contacts
 - 1.2.1. Department Official
 - 1.2.2. Department Contact
 - 1.2.3. Alternate Department Contact
- 1.3. Key Action Dates

SECTION 2 - RULES FOR CONDUCTING THE RFI PROCEDURE

- 2.1. Introduction
- 2.2. Development and Submission of the Response
 - 2.2.1 Understanding the State's Needs
 - 2.2.2 Electronic Copy of the RFI
 - 2.2.3 Questions Regarding the RFI
 - 2.2.4 Interested Party Intent to Submit a Response
 - 2.2.5 Preparation and Submission of Responses
 - 2.2.5.1 Completion of Responses
 - 2.2.5.2 Response Contact
 - 2.2.5.3 Respondent Costs
 - 2.2.5.4 Delivery of Responses
- 2.3. Other Information
 - 2.3.1 No Expectation of Confidentiality
 - 2.3.2 Protests
 - 2.3.3 Disposition of Proposals

SECTION 3 - CURRENT ENVIRONMENT

- 3.1. State Telecommunications Networks and Service
 - Figure 3.1 Overview of CALNET Services
- 3.2. Existing Network Services
 - 3.2.1. Voice Network Services
 - 3.2.1.1. Local Usage
 - 3.2.1.2 Long Distance
 - 3.2.1.3 Long Distance Access
 - 3.2.1.3.1 Termination Types
 - 3.2.1.4 Disaster Readiness

- 3.2.1.5 Advanced Intelligent Network Services
- 3.2.1.6 Enhanced Toll Free Services
- 3.2.1.7 800 Enhanced Call Routing
- 3.2.1.8. International Toll Free
- 3.2.1.9. 900 Services
- 3.2.1.10. Network Call Redirect
- 3.2.1.11. Operator Services
- 3.2.1.11.1. Operator Services - IntraLATA
- 3.2.1.11.2. Operator Services - Long Distance
- 3.2.1.12. Calling Card and Prepaid Calling Card
- 3.2.1.13. Teleconferencing - Audio

- 3.2.2. Line Side Services
- 3.2.2.1. Business Line Service
- 3.2.2.2. Local Consolidated Centrex Services
- 3.2.2.3. Non-Consolidated Centrex Services
- 3.2.2.4. Integrated Services Digital Network
- 3.2.2.5. Account Codes
- 3.2.2.6. Private Branch Exchange Trunks
- 3.2.2.7. SuperTrunk
- 3.2.2.8. Voice Mail
- 3.2.2.9. Custom Local Signaling Services
- 3.2.2.10. Interactive Voice Response
- 3.2.2.11. Automated Attendant
- 3.2.2.12. Voice Forms
- 3.2.2.13. Fax on Demand
- 3.2.2.14. Fax Reply
- 3.2.2.15. Automatic Call Distribution
- 3.2.2.16. Announcements/Music in Queue
- 3.2.2.17. Management Information System
- 3.2.2.18. Computer Interface
- 3.2.2.19. Intelligent Call Routing
- 3.2.2.20. Network Automatic Call Distributor
- 3.2.2.21. EDD Intelligent Call Routing

- 3.2.3. Data Services
- Figure 3.2.3 – ATM/SONET Backbone Network
- 3.2.3.1. Dedicated Services
- 3.2.3.1.1 Analog Service
- 3.2.3.1.2. DS0 Service
- 3.2.3.1.3. DS1 Service
- 3.2.3.1.4. DS3 Service
- 3.2.3.1.5. Optical Carrier Service (OC-X)
- 3.2.3.1.6. Gigabit Ethernet Metropolitan Area Network

- 3.2.3.2. Extended Dedicated Services
- 3.2.3.3. Synchronous Optical Network Ring and Access Services
- 3.2.3.4. ISDN Basic Rate Interface

- 3.2.3.5. Primary Rate ISDN
- 3.2.3.6. Switched 56
- 3.2.3.7. Virtual Point of Presence - Dial Access Service
- 3.2.3.8. Frame Relay and Asynchronous Transfer Mode Data Services
- 3.2.3.8.1. Fixed Rate Permanent Virtual Circuits
- 3.2.3.8.2. Frame Relay to ATM Interworking
- 3.2.3.8.3. Turn-key Network Management View
- 3.2.3.8.4. Network Partitioning
- 3.2.3.9. InterLATA Frame Relay (Primary & Back-up), and ATM Data Services
- 3.2.3.10. Extended Frame Relay
- 3.2.3.11. Managed Frame Service
- 3.2.3.12. Managed Extended Frame Relay
- 3.2.3.12.1. Turn-Key Network Management View
- 3.2.3.13. Virtual Private Network
- 3.2.3.13.1. IP Link
- 3.2.3.13.2. SafeReach IP
- 3.2.3.13.3. SafeReach for NT
- 3.2.3.13.4. Internet Connect
- 3.2.3.13.5. Transaction Services
- 3.2.3.13.6. Remote LAN Dial
- 3.2.3.14. Extended ATM Services
- 3.2.3.15. Digital Subscriber Line
- 3.2.3.16. Video Conferencing
- 3.2.3.17. Xstream Services
- 3.2.3.18. Security Standards
- 3.2.3.19. Disaster Recovery and Emergency Operations
- 3.2.3.20. Fault Recovery
- 3.2.3.21. Customer Service
- 3.2.3.22. Public Access and Electronic Provision of Service

- 3.2.4. Other Services
- 3.2.4.1. Building Wiring Installation Services
- 3.2.4.2. DGS Sacramento Fiber Loop Facilities
Figure 3.3.4.2 – DGS Downtown Fiber Loop Facilities
- 3.2.4.3. DGS Outside Plant Copper Facilities
- 3.2.4.4. Lease Back of State Property

- 3.3. Optional Customer Premise Equipment and Support Services
- 3.3.1. Equipment
- 3.3.2. End User Customer Premise Equipment Support

- 3.4. End User Support
- 3.4.1. General
- 3.4.1.1. DGS Activities
- 3.4.1.2. Contractor Activities
- 3.4.2. Planning
- 3.4.2.1. Contractor Activities
- 3.4.2.2. DGS/TD Activities

- 3.4.3. Design
 - 3.4.3.1. Contractor Activities
 - 3.4.3.2. DGS/TD Activities
- 3.4.4. Provisioning and Implementation
 - 3.4.4.1. Contractor Activities
 - 3.4.4.2. DGS/TD Activities
- 3.5. Marketing Services
- 3.6. Training
 - 3.6.1. User Training
 - 3.6.2. General Telecommunications Training
- 3.7. Network Operations, Maintenance and Management
 - 3.7.1. General
 - 3.7.2. Client Representation
 - 3.7.3. Information Access
- 3.8. Invoicing Services
 - 3.8.1. Overview
- 3.9. State Management and Oversight
 - 3.9.1. General
 - 3.9.2. Contractor Provisioning Performance
 - 3.9.2.1. Voice Services
 - 3.9.2.2. Site Work
 - 3.9.2.3. Voice Service Project Work
 - 3.9.2.4. Private Line Service
 - 3.9.2.5. Private Line Service Project Work
 - 3.9.2.6. Performance Deficiencies
 - 3.9.3. Contractor Fault Management Performance
 - 3.9.4. Contracted Service Performance
 - 3.9.4.1. Voice Services
 - 3.9.4.2. Private Line Services
 - 3.9.4.3. Frame Relay Services
 - 3.9.5. Performance Deficiencies
 - 3.9.6. Contract Service Availability
 - 3.9.7. Service Level Agreements
 - 3.9.8. Client Advocacy
 - 3.9.8.1. Service Evaluations
 - 3.9.8.2. Client Problem Escalation

- 3.9.8.3. Client Service Information
- 3.9.9. Fiscal Management
- 3.9.10. Management Tools and Reports
- 3.9.11. Cost Reduction Plan

SECTION 4 - PROPOSED ENVIRONMENT

- 4.1. CALNET II Vision
- 4.2. Overview Of Proposed State Environment
 - 4.2.1. Major Objectives
 - 4.2.2. DGS/TD Oversight
- 4.3. Required Network Services:
 - 4.3.1. Voice Network Services
 - 4.3.1.1. Local Calling
 - 4.3.1.2. Long Distance Calling
 - 4.3.1.3. Long Distance Access
 - 4.3.1.3.1. Termination Types
 - 4.3.1.4. Disaster Readiness
 - 4.3.1.5. Advanced Intelligent Network Services
 - 4.3.1.6. Enhanced Toll Free Services
 - 4.3.1.7. 800 Enhanced Call Routing (ECR)
 - 4.3.1.8. International Toll Free (800)
 - 4.3.1.9. 900 Services
 - 4.3.1.10. Long Distance Call Overflow (Network Call Redirect)
 - 4.3.1.11. Operator Services
 - 4.3.1.11.1. Operator Services - IntraLATA
 - 4.3.1.11.2. Operator Services - Long Distance
 - 4.3.1.12. Calling Card and Prepaid Calling Card
 - 4.3.1.13. Audio Conferencing
 - 4.3.1.14. Intelligent Call Routing
 - 4.3.1.15. Network Automatic Call Distributor
 - 4.3.1.16. Customized Intelligent Call Routing
 - 4.3.1.17. Voice Over Internet Protocol (VOIP)
 - 4.3.2. Line Side Services
 - 4.3.2.1. Business Line Service
 - 4.3.2.2. Consolidated Services Locations
 - 4.3.2.3. Non-Consolidated Service Locations
 - 4.3.2.4. Private Branch Exchange Trunks
 - 4.3.2.5. Voice Processing Services
 - 4.3.2.6. Call Center Services
 - 4.3.2.6.1. Automatic Call Distribution

- 4.3.2.6.2. Announcements/Music in Queue
- 4.3.2.6.3. Management Information System (MIS)
- 4.3.2.6.4. Computer Telephony Interface (CTI) Service

- 4.3.3. Data Services
 - 4.3.3.1. Dedicated Services
 - 4.3.3.1.1. Analog Service
 - 4.3.3.1.2. DS0 Service
 - 4.3.3.1.3. DS1 Service
 - 4.3.3.1.4. DS3 Service
 - 4.3.3.1.5. Optical Carrier Service (OC-X)
 - 4.3.3.1.6. Gigabit Ethernet Metropolitan Area Network
 - 4.3.3.2. Extended Dedicated Services
 - 4.3.3.3. Synchronous Optical Network Ring and Access Services
 - 4.3.3.4. ISDN Basic Rate Interface
 - 4.3.3.5. Primary Rate ISDN
 - 4.3.3.6. Switched 56
 - 4.3.3.7. Virtual Point of Presence-Dial Access Service (VPOP-DAS)
 - 4.3.3.8. Frame Relay Service and ATM Data Services
 - 4.3.3.9. InterLATA Frame Relay and ATM Data Services
 - 4.3.3.10. Extended Frame Relay
 - 4.3.3.11. Managed Frame Relay
 - 4.3.3.12. Managed Extended Frame Relay
 - 4.3.3.13. Virtual Private Network
 - 4.3.3.14. Extended ATM
 - 4.3.3.15. Digital Subscriber Line
 - 4.3.3.16. Video Conferencing
 - 4.3.3.17. Security Standards
 - 4.3.3.18. Disaster Recovery and Emergency Operations
 - 4.3.3.19. Fault Recovery
 - 4.3.3.20. Customer Service
 - 4.3.3.21. Public Access and Electronic Provision of Service

- 4.3.4. Other Services
 - 4.3.4.1. DGS Sacramento Fiber Loop Facilities
 - 4.3.4.2. DGS Outside Plant Copper Facilities
 - 4.3.4.3. Lease Back of State Property

- 4.4. Customer Premise Equipment and Support Services

- 4.5. End User Support
 - 4.5.1. General
 - 4.5.1.1. DGS/TD Activities
 - 4.5.1.2. Contractor Activities
 - 4.5.2. Planning
 - 4.5.2.1. DGS/TD Activities
 - 4.5.2.2. Contractor Activities

- 4.5.3. Design
 - 4.5.3.1. DGS/TD Activities
 - 4.5.3.2. Contractor Activities
- 4.5.4. Provisioning and Implementation
 - 4.5.4.1. DGS/TD Activities
 - 4.5.4.2. Contractor Activities
- 4.6. Marketing Services
- 4.7. Training
 - 4.7.1. User Training
 - 4.7.2. General Telecommunications Training
 - 4.7.3. DGS/TD Staff Training
- 4.8. Network Operations, Maintenance and Management
 - 4.8.1. General
 - 4.8.2. Client Representation
 - 4.8.3. Information Access
- 4.9. Invoicing Services
 - 4.9.1. Invoicing System for Voice & Data Services
 - 4.9.1.1. Billing System Options
 - 4.9.1.2. Billing Adjustments
 - 4.9.1.3. Reports
 - 4.9.1.4. Administrative Fee Collection
 - 4.9.1.5. Invoice Audits
 - 4.9.1.6. Invoice Oversight
 - 4.9.1.7. Other
 - 4.9.2. Service Level Agreements for the Invoicing System for Voice & Data Services
- 4.10. State Management and Oversight
 - 4.10.1. General
 - 4.10.2. Contractor Provisioning Performance
 - 4.10.2.1. Voice Services
 - 4.10.2.2. Site Work
 - 4.10.2.3. Voice Service Project Work
 - 4.10.2.4. Private Line Service
 - 4.10.2.5. Private Line Service Project Work
 - 4.10.3. Contracted Service Performance
 - 4.10.3.1. Voice Services
 - 4.10.3.2. Private Line Services
 - 4.10.3.3. Frame Relay Services

- 4.10.4. Performance Deficiencies
- 4.10.5. Contract Service Availability
- 4.10.6. Client Advocacy
 - 4.10.6.1. Service Evaluations
 - 4.10.6.2. Client Problem Escalation
 - 4.10.6.3. Client Service Information
- 4.10.7. Service Level Agreements
- 4.10.8. Fiscal Management
 - 4.10.8.1. Fiscal Management Reports/Tools
 - 4.10.8.1.1. Summary/Detail Reports by Products/Services
 - 4.10.8.1.2. Summary/Detail Reports by Agency/Customer
 - 4.10.8.1.3. Monthly/Semi-monthly Inventory Report
 - 4.10.8.1.4. DGS/TD Fiscal Audits
- 4.10.9. Management Tools and Reports
- 4.10.10. Cost Reduction Plan
- 4.11. Implementation/Conversion Strategy

SECTION 5 - SPECIFIC ISSUES

- 5.1. The Vision
 - 5.1.1. Scope of the Vision
 - 5.1.2. Evaluation and Selection Criteria
 - 5.1.3. General Issues
 - 5.1.4. Leased State Facilities
 - 5.1.5. Market Planning/Timing
 - 5.1.5.1. Local Services
- 5.2. Required Network Services
 - 5.2.1. Voice Network Services
 - 5.2.1.1. Local Services
 - 5.2.1.2. Local Calling
 - 5.2.1.3. Long Distance Calling
 - 5.2.1.3.1. Restricted Calling
 - 5.2.1.4. Long Distance Access
 - 5.2.1.5. Disaster Readiness
 - 5.2.1.6. Disaster Recovery and Emergency Operations
 - 5.2.1.7. Advanced Intelligent Network Services
 - 5.2.1.8. Toll Free Services
 - 5.2.1.8.1. Functionality
 - 5.2.1.9. 900 Services

- 5.2.1.10. 700 Services
- 5.2.1.11. Calling Card
- 5.2.1.12. Audio/Video/Internet Conferencing
- 5.2.1.13. Call Centers
- 5.2.1.14. Voice Over Internet Protocol
- 5.2.1.15. Privacy
- 5.2.1.16. Connection Charges

- 5.2.2. Line Side Services
 - 5.2.2.1. Measured Business Line Service
 - 5.2.2.2. Consolidated Centrex Services
 - 5.2.2.3. Music on Hold -Centrex System Source
 - 5.2.2.4. Additional Line Side Services and Features
 - 5.2.2.5. Network Automatic Call Distributor (NACD)
 - 5.2.2.6. Automated User Controlled Moves and Changes
 - 5.2.2.7. Voice Processing Services
 - 5.2.2.7.1. Voice Mail
 - 5.2.2.7.2. Interactive Voice Response (IVR)
 - 5.2.2.7.3. Automated Attendant
 - 5.2.2.7.4. Voice Forms
 - 5.2.2.7.5. FAX on Demand
 - 5.2.2.7.6. Security
 - 5.2.2.7.7. Additional Features
 - 5.2.2.8. Call Centers
 - 5.2.2.9. Privacy
 - 5.2.2.10. Disaster Recovery and Emergency Operations

- 5.2.3. Data Services
 - 5.2.3.1. General
 - 5.2.3.2. Emerging Technologies
 - 5.2.3.3. Application Types Supported
 - 5.2.3.4. Network Management
 - 5.2.3.5. Security
 - 5.2.3.6. Disaster Recovery and Emergency Operations
 - 5.2.3.7. Fault Recovery
 - 5.2.3.8. Connection Charges
 - 5.2.3.9. Customer Service
 - 5.2.3.10. Public Access
 - 5.2.3.11. Additional Services
 - 5.2.3.12. Privacy

- 5.2.4. Other Services
 - 5.2.4.1. Building Wiring
 - 5.2.4.1.1. Installation Intervals
 - 5.2.4.2. DGS Sacramento Fiber Loop Facilities
 - 5.2.4.3. DGS Outside Plant Copper Facilities

- 5.3. Optional Customer Premise Equipment and Support

- 5.4. End User Support
 - 5.4.1. General
 - 5.4.2. Services
 - 5.4.3. Planning
 - 5.4.4. Design
 - 5.4.5. Provisioning and Implementation
 - 5.4.5.1 Timeframes
 - 5.4.5.2 Electronic Access for Users
 - 5.4.5.3 Status
 - 5.4.5.4 Contract Performance
- 5.5. Marketing
 - 5.5.1. General
- 5.6. Training
 - 5.6.1. User Training
 - 5.6.2. General Telecommunications Training
 - 5.6.3. DGS/TD Staff Training
- 5.7. Invoicing Services
 - 5.7.1. Invoicing System for Voice & Data Services
 - 5.7.2. Invoice Audits
 - 5.7.3. Late Payment Charges
 - 5.7.4. Minimum Monthly Service Charges
 - 5.7.5. Administrative Fee Collection
 - 5.7.6. Contractor Access
 - 5.7.7. Fraud Detection
 - 5.7.8. Invoice Oversight
 - 5.7.9. Billing Adjustments
 - 5.7.10. Summary Reports
- 5.8. State Management and Oversight
 - 5.8.1. Service Level Agreements
 - 5.8.2. Contractor Provisioning Management
 - 5.8.3. Contractor Performance Management
 - 5.8.4. Contractor Fault Management
 - 5.8.5. Account Management
 - 5.8.5.1. Service Trouble View
 - 5.8.5.2. Contractor Access
 - 5.8.5.3. Customer Problem Escalation
 - 5.8.6. Fiscal Management
 - 5.8.6.1. Summary/Detail Reports By Products/Services
 - 5.8.6.2. Summary/Detail Reports By Agency/Customer
 - 5.8.6.3. Fiscal Inventory Reports

- 5.8.7. Management Tools/Reports
- 5.8.8. Management Tools/Invoices
- 5.8.9. Security Management
- 5.8.10. Cost Reduction Plan

- 5.9. Contract Compliance

- 5.10. Implementation/Conversion Strategy

- 5.11 Information Regarding Other State and Government Contracts

SECTION 6- INTERESTED PARTY RESPONSE

- 6.1. Introduction

- 6.2. Response Content
 - 6.2.1. Cover Letter

 - 6.2.2. Response Format
 - 6.2.2.1. Sections 4 and 5
 - 6.2.2.2. Additional Information